

MONTGOMERY COUNTY FIRE AND RESCUE SERVICE FIRE ADMINISTRATOR'S REPORT

March 2003

OFFICE OF THE FIRE ADMINISTRATOR

Commission Office

The following items were discussed at the March 13, 2003 Fire and Rescue Commission meeting:

- Chair Aoyagi reported that the application period for the Fire Act Grant is open. A committee has been formed to generate an application for the MCFRS. He requested that LFRDs who wish to apply for the grant independently submit a copy of their submittal to the MCFRS Budget office in case questions are directed to the MCFRS regarding their submission.
- Chair Aoyagi reported that the MCFRS insurance carrier has submitted a quote to provide terrorism insurance coverage as outlined in the Terrorism Risk Insurance Act. He advised that the additional insurance coverage does not justify the additional premium of \$163,000, and will not be placed at this time. This matter will be revisited when the insurance is renewed in June.
- Chair Aoyagi reported that an advisory group has been appointed to determine specific issues that need to be addressed in implementing a fee for insurance reimbursement for EMS transport.
- A request by the Bethesda Fire Department to dispose of a 1995 Ford Bronco was approved.
- The FRC discussed the Procedures for FRC Appeals Hearing regulation. Suggestions regarding language changes were considered, and the FRC elected to table action on this regulation until the suggested changes were considered by the ad hoc committee that oversaw the preparation of the draft.

Research and Planning

The Office of Research and Planning reported:

- DTC Resnick coordinated a day-long activity for Leadership Montgomery at the PSTA on March 5. Reviews by the 40 students were outstanding and more than 20 MCFRS personnel provided support for this highly successful program
- DTC Resnick and Mr. Gutschick attended one of the last public tours of the new County jail in Clarksburg.
- OEM: met with the attorney for Cingular regarding the payment of Hazmat permit fees for multiple facilities.
- Master Plan: the Planning Section formalized the scope of work and timeline, and began working on for development of the new Fire, Rescue and Emergency Medical Services Master Plan development. This included meeting with a number of planners and planning agencies.
- DTC Resnick began the Leadership Institute experience
- DTC Resnick attended a COPDI on Rural Water Supply
- DTC Resnick and Mr. Gutschick made two presentations to Up-County Citizens Advisory Board committees concerning the state of Fire/Rescue services within that service area. There was also significant emphasis upon domestic preparedness.
- Nine other domestic preparedness trainings were given to groups throughout the County
- CIP – work and presentations
- DC Resnick attended day-long Mobile Data Training

- DTC Resnick participated in the “MCFRS Family Preparedness” program development. The GIS Manager reported the following:
 - Created maps of transports by priority to Shady Grove Adventist Hospital.
 - Created map of MCFRS frontline apparatus for Montgomery County Historical Society.
 - Modified the EOC ArcView extension.
 - Made Rescue Squad Report pdfs and updated figures with 2002 data.
 - Geocoded all 2002 EMBRS data.
 - Examined potential central warehousing locations.
 - Provided several maps regarding placement of the proposed Traville Fire Station at the PSTA.
 - Finalized rural water supply diagrams.

Emergency Management

Snowstorm Reimbursement – Staff from OEM, MCFRS, DPW&T, and a number of municipalities and local fire departments attended the State reimbursement kickoff meeting at Reisterstown, MD. OEM faxed notices to the LFRD’s and municipalities. The Federal briefing was held April 10th in the EOB Auditorium. Reimbursement criteria for the Federal Declaration were presented. Kathy Talbott from OEM will be the point of contact from OEM, as well as staff from MCFRS for the LFRDs on subsequent filing and auditing requirements.

LEPC – Planning was done for the Local Emergency Planning Council for Hazardous Materials’s quarterly meeting April 17th. The meeting will be held in conjunction with a federally funded LEPC Workshop on “Report Card for the LEPC.” The City of Rockville is hosting the workshop at the Civic Center Social Hall. Montgomery County Public Schools is briefing the LEPC on school safety programs related to Homeland Security. LEPC activities and regulatory requirements will be part of the program. The LEPC will approve the new Bylaws and Constitution. The bylaws are a precondition of designation as an “active” LEPC eligible to receive grant funds from MDE in 2005 from the newly passed hazardous materials Maryland Community Right to Know Fund. The LEPC has also been receiving federal planning monies to run workshops throughout this year until October for utilities, transportation representatives, and businesses.

Emergency Preparedness Program for County Leadership – Office of Emergency Management participated on a panel for the Quarterly Leadership Forum with County Executive Douglas Duncan and Bruce Romer. On the panel were Gordon Aoyagi representing the EMG, Lynn Frank for Public Health, Lt. John King for Police, and Kathleen Henning for OEM and Individual Preparedness. A toolkit for evacuation and shelter-in-place planning was given to each attendee to prepare their Department or Agency for Homeland Security Alert and general emergencies.

Citizen Advisory Boards – K. Henning made a presentation on Homeland Security and Preparedness to the Western Citizen Advisory Board (Bethesda/Potomac) at the March 17th evening meeting. The same presentation was made to the Mid County Citizen Advisory Board on March 18th.

Democratic Club- K. Henning made a Homeland Security presentation to the 17th District Democratic Club at Casey Barns on March 25th.

Dirty Bomb- Due to the raised Homeland Security threat level to Orange and the War in Iraq, the full scale Radiological Dirty Bomb exercise was postponed from March 25th. The exercise will be rescheduled in June when an appropriate alternate site is identified for the field

component. In the meantime, the March 25th EMG session was utilized for review of EOC and Countywide operations.

Automation – Tests of the Dialogic and RICC with Council of Governments were conducted in April to test our notification capabilities if the Homeland Security Alert should be raised to Red. OEM staff attended RICC training on e-Team from vendors on March 14th.

Red Cross – The Montgomery County chapter of the American Red Cross opened a new upCounty service center at 200 Girard Street on March 29th. Gaithersburg Mayor Sidney Katz, Catherine Matthews from UpCounty Center, Red Cross officials, and Kathleen Henning were part of the ribbon cutting ceremony. Matt Swinburne is the new ARC manager for the center. The GWGFD Junior Fire Brigade staffed their Fire Safety House and conducted fire and injury prevention tours for the kids. K. Henning also attended the ARC Steering Committee meeting for strategic planning for Montgomery County on March 20th.

Training – OEM staff have attended the Defensive Driving, Mobile Data Terminal and PS2000 Radio training for MCFRS.

Governance Committee – Mike Krumlauf has been attending the meetings of the Governance Committee for the PSCC. The construction of the EOC and OEM offices are moving along ahead of schedule, concurrent with the delays in ECC coming online.

COG Exercise – The April 14th virtual RICC COG terrorism exercise was cancelled. Montgomery County was expected to the “impact site.” The exercise is expected to be rescheduled with the change in Orange Alert/War Status.

DMORT – Kathleen Henning attended two days of DMORT Region III (Disaster Mortuary Operations Team) training April 5-6 in Morgantown, W. Virginia along with members of the EMG Mid-Atlantic DOGS Cadaver team members Jane Servais, Al Rossi, and Laura Totis. Federal Dept of Health and Human Services provided the training.

GEMAC/SERC – K. Henning attended the meeting of the Governor’s Emergency Management Advisory Council and State Emergency Response Commission Executive Committee in Reisterstown on April 3rd. Grants and reorganizations were discussed.

HazMat Regulations – OEM staff K. Henning and Bob Nemchin drafted changes to Chapter 22 to recommend fee increases for businesses and organizations storing or using hazardous materials as part of next year’s proposed revenue projections.

Community Education Safety Section

Community Outreach

- Attended various Staff meetings.
- Replied, by phone or email, to 90 citizen, 25 FD, & 5 “other” (media, county gov’t) inquires (12 hours).
- Met with various department staff and members totaling 16 hours.
- Composed various Memos and Safety Tips for dissemination to all work locations. (3 Hours)
- Scheduled various community education events and classes (4 hours).
- Dealt with various personnel and program issues relating to community safety (5 hours).

- Various correspondences composed and disseminated. (7 hours)
- Continued with various Fire Evacuation Planning sessions for various High/Mid Rise Office/Residential, churches, and other 1-story buildings **NOW IMPACTING over 135,000 people encompassing 175 HOURS.**
- Meetings re CERT/CHAMP program developmental (7 hours).
- Operation Extinguish management. (2 hour)
- CPSS Tech's participated in several Car Seat Checks.
- Home Fire Safety Evaluations conducted. (4 hours)
- Attended COG Pub. Ed. Group meeting (3 hours).
- Supervise Towson University Intern (4 hours)
- Attend FRC Community Outreach Meeting (2 hours).
- Attend Greater Bethesda-Chevy Chase Chamber of Commerce Public Safety Meeting (3 hours)
- Composed and disseminated E-Newsletter to citizens (1 hour)
- Biodefense public information meeting HHS (2 hours)
- Meet w/ Blair Staff re Fire Evacuation preparedness (2 hours)
- Meet and work on FEMA Assistance to Fire Fighter's Grant (20 hours)
- Meet w/ Schools re First Aid training (2 hours)
- Meet w/ American Red Cross re partnerships (2hours)
- Family Support Network Discussion/Meetings (2 X 2 hours each)

Risk Watch

What is Risk Watch? For those of you that aren't familiar . . . Risk Watch is the first comprehensive injury prevention program designed by NFPA for use in classrooms. Linking teachers with community safety experts and parents, Risk Watch effectively teaches kids and their families the skills and knowledge they need to be safe from the areas they're at greatest risk to unintentional injuries.

NFPA developed its **Champion Award Program** in 1994 to help communities deal proactively with public safety issues impacting today's children and families. It is a strategic initiative that helps local public educators and safety advocates introduce Risk Watch to key decision-makers and implement the injury prevention program in schools. Maryland has been selected as a Champion state for Risk Watch and the Montgomery County Fire and Rescue Service has been selected to serve on the Championship Leadership Team and trained in Boston March 19 – 23rd. This will provide Montgomery County with additional resources not only to launch Risk Watch in schools but to continue to expand the impact of Risk Watch over the long-term.

The 2003 Leadership Montgomery class participated in "Public Safety Day" at the PSTA and Spring events are in full swing. We are working with many MCPS schools and private schools to provide the children's "Safety Village" as well as other interactive safety-themed demonstrations and messages that put safety lessons learned in the classroom into action. We are also partnering with the Department of Recreation to provide safety-oriented activities during summer camp programs. Be part of the action – contact Beth Anne Nesselt 240-777-2463, check out our website to find out more or visit riskwatch.org to see where you fit in!

IT Section

- Enterprise Services

- Responded to 5 data requests.

- Created 15 new Novell accounts, 9 new Outlook accounts and 14 new EMBRS accounts.
- Reset 14 Novell passwords, 4 EMBRS passwords and 119 Outlook passwords.
- Assisted users with 13 non-password related Outlook problems and 7 non-password related EMBRS problems.
- Responded to approximately 85 hardware/software problems with enterprise, EMBRS and old CAD workstations.
- Processed 24 EMBRS Change Request forms.
- Replaced 9 cartridges on stand alone printers, 3 on network printers, 2 on district office computers and 2 on CAD printers.
- Repaired, upgraded and assessed automation equipment in the EOC for activation for the dirty bomb exercise and activate for level orange alert. Staffed the EOC during both activations.
- This section's staff attended 16 hours of training on components of the new PS2000 systems.
- Attended six MCFRS meetings, two PS2000 meetings and 2 DTS enterprise meetings
- At the request of the County Attorney, attended the hearing on the Rockville lawsuit filed against MCFRS. The judge denied the request for Summary Judgment filed by Rockville and ruled in favor of the request for Summary Judgment filed on behalf of MCFRS.
- Reconciled the Desktop Computer Modernization computer inventory for MCFRS with ours. Made numerous corrections and updates. This was done in preparation of using the Magic system to track computer problems and in preparation of replacing EMBRS and other GX1 workstations later in the spring.
- Completed work on the annual CY2002 report of incident and unit response data and sent it to the print shop. Provided all CY2002 to the GIS manger for mapping.
- Continued to work with Department of Technology Systems on the ongoing problems with EMBRS and the old CAD system. Conducted several tests and determined that users of the EMBRS workstations on fiber are not reporting the time-out and SQL query errors. Worked with DTS to move all EMBRS workstations to fiber where possible.
- Resolved problem with DFRS volume of the enterprise was out-of-space on 3/25/03. It was quickly determined that a user had copied 4 installation CDs to the volume and then installed them, taking up all of our available space. The program was removed and users were back in-service within 20 minutes.

Note: Ongoing responsibilities of Enterprise Services includes preparation and dissemination of monthly reports, daily monitoring of the Automation Help Lines, conducting daily quality assurance on EMBRS reporting and procurement and inventory control for the IT section.

- IT Training

- Facilitated over 60 career and volunteer Mobile Data Computer (MDC) training sessions. As with the rest of the MDC training project, the career classes were run without the use of overtime dollars for uniform instructors, saving the department approximately \$25,000. (The number of sessions listed above reflects full-day sessions and the 2nd half of the split evening classes, so as to provide more of a realistic total number of students for those approximating.)
- Finished editing the MDC End User training reference guide. Copies are being sent out to the stations immediately before cutover.
- Provided remedial training as needed to those who needed additional exposure to the MDC material.
- Created quick-reference documentation for county hospitals to use 800 MHz radio technology.

- Distributed and encouraged the use of an 800 MHz radio refresher CD throughout the end user community.
- Created a process for providing helpdesk assistance to end users in preparation for PS2000 cutover in April.
- Continued to support end users in Outlook Web Access (OWA), providing individual and group training as well as problem-solving customer service for small groups.

- PS2000/RMS

- Execute system test plan to verify all call types and CAD/EMBRs interface. Worked with the vendor to correct problems found.
- Configured print servers for all stations and rolled out the network printers to the stations.
- Dry run dispatching activities for all stations. Found problems with the printer configuration within CAD and is currently working with DTS to correct the problems.
- Starting to load software onto MDC units and perform end-to-end testing with them. This is an on-going effort.
- Performed data entry and quality control on CAD operational data, such as unit, asset and personnel.
- Accessed and trouble-shot network connectivity problems with new CAD installation at 20 stations.
- Integrated Crystal Report with Telestaff database using Sybase SQLAnywhere.
- Initiated the formulation of help-desk procedure.

Corporate Development Services

Fleet and Facilities Section

- Work continues to improve apparatus maintenance. Data is be tracked in order to more specifically determine causes of apparatus being out of service, including in-house issues, parts availability, outside vendors, etc.
- The selection process for an architectural services firm for the West Germantown station began in March 2003 with the selection being finalized in April 2003.

DFRS Property Section

- Processed 295 property transactions during the month of March 2003.
- Attended multi-agency centralized warehousing kickoff meeting at OMB.
- Met with PPE manufacturer and distributor/contractor regarding thermal liner enhancement and new PPE offerings.
- Assisted 2 LFRDs with procurement questions.
- Handled an assortment of questions and problems relating to alpha-numeric paging.
- Processed donation of surplus PPE to a fire department in Virginia.

DIVISION OF FIRE AND RESCUE SERVICES

Bureau of Operations

Bureau of Program Support Services

Communications

- Telephone data is incomplete at this time.
- Jim Grissom attended the Maryland Emergency Number Systems Board – Training

Subcommittee meeting held at the Anne Arundel County Government Complex in Millersville, MD on March 14, 2003.

- Lt. Pete Corte attended the National Academies of Emergency Dispatch, Emergency Medical Dispatch Quality Assurance Course held at the Anne Arundel Fire Headquarters in Millersville, MD on April 19 and 20, 2003.
- Work still continues at the Public Safety Communications Center.

Training

Exams completed for Emergency Vehicle Driver Testing in March are:

Written	5
Practical	8

High School Cadet Program continues with 24 EMS students and 12 Fire students.

Two career and two volunteer EMT-Paramedics were awarded charge status in March.

EMT-Intermediate (EMT-I) class continues with 17 students.

Bureau of Life Safety Services

Administration

- Began planning for 3rd Annual Decon/WMD Symposium.

Fire Code Enforcement

- Conducting nighttime (CENT) inspections of assembly occupancies in response to the Rhode Island fire. Code Enforcement has found systems out of service, blocked exits and foam insulation installed on the ceiling at one location.
- Working with Discovery Headquarters to have their occupancy on time.
- Completed inspection of the Roundhouse Theater at AFI for their dedication.
- Public schools 100% have been inspected. Private schools at 90%.
- Met with MCPS to work on crisis planning and code Red & Blue alarm plans. Also discussed requirements for new and rehab buildings to open in the fall.

Fire and Explosive Investigation

In March, Fire and Explosive Investigators investigated 11 accidental fires and 7 criminal fire related incidents. The Bomb Squad responded to a total of 27 explosive / suspicious package / letter, threat incidents. The total estimated dollar loss for accidental fires was \$ 799,600 and \$ 24,120 for criminal fire related incidents.

The county suffered its second fire fatality this month in Aspen Hill. An adult female died as a result of burns. Her clothing caught fire as the result of misuse of smoking materials.

DIVISION OF VOLUNTEER FIRE AND RESCUE SERVICES

- Met with the Safety Committee to review injuries, etc.
- Met with L. Moss and L. Boozer regarding the pollution prevention program

- Attended a chem.-bio first responders meeting
- Met with various personnel (Aoyagi, Welsh, George, Flynn and Shorb) regarding transition matters
- Attended the mobile data training session
- Met with the Chamber of Commerce Awards Committee
- Participated in the graduation ceremonies at the PSTA
- Attended the Chief Officers Seminar at the UMSG
- Attended the MFRI Staff and Command Course in Ocean City
- Became a grandfather!!!!
- Business lunch with Chief Sterling
- Met with Chief Baker regarding membership matter
- Attended the Quarterly Leadership Forum at the UMSG
- Attended a meeting at old Sta. 8 with D/C Allwang regarding Dirty Bombs
- Attended and participated in the 29th Annual Police, Fire-Rescue Awards luncheon
- Attended a radio modules review at RS1.
- Attended the Fire Board, the Planning Committee, Fire-Rescue Association, Operations Committee meetings
- Mediated personal, personnel and/or sensitive issues with various LFRDs, etc.